IN THE SPECIFICATION

Please amend the Specification at beginning at page 1, the last paragraph, continuing to page 3 as follows:

The assignee of the present application, eStara Inc., has addressed some of the limitations of these solutions by inventing methods for installing and initializing media applications using a "thin client" model. These methods are described in U.S. patent application nos. 09/272,139, entitled "Public Web Phone System," 09/637,805, entitled "Universal Internet Based Telephony System That Provides Ubiquitous Access For Subscribers From Any Terminal Device," and [[09/_____,]] 09/771,993, now U.S. Patent 6,707,811, issued March 16, 2004, entitled "Internet Telephony for e-Commerce." The contents of each of these applications are hereby incorporated herein by reference. These methods and processes created a particular opportunity for enabling end users to make contact with call centers operated by merchants associated with a web site by clicking on icons displayed on web pages. In particular, when such an icon is clicked, an Internet telephony call between the end user (using their terminal as an Internet phone) and a call center agent is established without requiring the end user to have any Internet telephony software previously installed on their terminal, all the while allowing the end user to remain on the merchant's web page from which the call was initiated. The resulting voice connections link an end user and a call center agent who may be using either a telephone or a voice-over-Internet enabled computer device.

Please amend the second full paragraph at page 7, as follows:

An end user at the terminal 120 may view web pages from a variety of sources using web browser 122 (not shown in terminal 120b solely for the sake of convenience), including merchant web servers ~~140,142~~ 141, 143 which are also connected to the data packet network 110. Each of the merchant web servers ~~140, 142~~ 141,143 includes an icon for establishing a VoIP telephone

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call to an associated call center. In preferred embodiments, the icon will include an address for an application server 190. Preferably, the icon will also include icon identification information, which may include one or more of the following: a session ID (an identifier of a browsing "session" which is assigned by the server being browsed), a customer ID (an identifier of the end user doing the browsing), a link ID (an identifier of the icon clicked on by the end user), or a telephone number associated with a call center.

Please amend the first full paragraph at page 8 as follows:

When the end user at the terminal 120 clicks on the icon, a message is sent to the application server 190. In response, the application server 190 sends a delivery applet 124 to the end user terminal 120. The delivery applet will then determine whether a media application 126 is present and, if not, will obtain a media application from the application server 190 (alternatively, the media application 126 may be automatically sent with, or included in, the delivery applet 124). The media application 126 controls the low level operation (e.g., digitizing and packeting analog voice samples) of an Internet telephone call. Next, the delivery applet 124 sends a message to a call server [[180]] 192 to inform the call server [[180]] 192 that an Internet telephony call to a call center is desired.

Please amend the first full paragraph on Page 13, as follows:

Another out-of-band embodiment is illustrated in Figure 2. The system 200 is similar to the system 100 of Figure 1, except that an integration server 194 has been added. A call from the terminal 120 to the PSTN call center 180 is initiated when the end user clicks on an icon at the merchant web server 143 in the same manner as described above. When the terminal 120 is informed by the call server 192 of the port at the gateway 160 to which voice packets are to be

sent, the terminal 120 also sends a message to an integration server 194 that includes some or all

of the customer identification information and the associated port number. The process then

continues as described above until the PSTN gateway 160 places the call to the call center 180.

The call center 180 then obtains the ANI for the phone call and does a table lookup, using the

ANI as an index, that reveals the ANI is associated with the gateway 160. The call center 180

then passes the ANI to the integration server 192. The integration server 192 uses the ANI to

determine with which port number of the gateway 160 the call is associated. Each port (to which

packets are sent by the media application 126) on the gateway 160 is mapped to a single ANI.

Once the port number of PSTN gateway [[1060]] 106 is received, the integration server 194

simply uses it as an index to retrieve the customer identification information. This customer

identification information is then sent to the call center CRM system 182 for use by the call

center 120. In some "pure" Internet telephony embodiments, the integration server 192 functions

in a manner similar to that described above, with an pseudo-ANI being supplied by the terminal

120.

Please amend the last paragraph on page 15 that continues to page 16 as follows:

Yet another strategy for controlling a display at the terminal 120 and/or synchronizing

displays at the terminal 120 and an agent terminal at the call center 180 is illustrated by the

system 300 of Figure 3 and the sequence diagram 400 of Figure 4. In this embodiment, an agent

at the call center 180 begins each work day by starting a web browser at step [[305]] 405 and

logging on to a chat server 196 at step 410. When the agent logs on, the chat server 196 returns a

chatroom ID, which is preferably a short (e.g., 2-4 digit) numeric code, at step 420. In preferred

embodiments, this chatroom ID corresponds to one of a number of chatrooms hosted on the

integration server 194. The foregoing preferably occurs before any calls are handled by the agent.